Reference Activities

REFERENCE ACTIVITIES

The office worker uses all available reference books for locating needed information. He associates special features with specific books. He knows whether the material is listed alphabetically, shown in charts, contained in units, etc.

These activities are easily integrated into the other block units, and need not be taught as a separate unit.

Objectives

General

1. The student will learn where to go to get dependable information as he needs it. This implies experience in consulting various sources of information, some practice in analyzing these sources to see where they are adequate and where they are unsatisfactory. The student will develop certain criteria by which to judge the dependability of a particular source of information.

2. The student will develop desirable social attitudes by sharing with classmates information found in reference books.

Specific

Given a number of situations needing specific omitted information, the student will select the correct resource and supply the needed information. Examples of specific problems follow:

1. Given a list of names and addresses, the student will supply the zip codes.

2. Given the names of local firms, the student will supply addresses.

3. Given the type of firms and the correct location, the student will supply the names of firms.

4. Given a list of firms in a given city, the student will supply the correct street addresses and verify the names.

5. Given a letter to a government official, the student will choose an appropriate title and salutation.

6. Given the name of a very prominent United States citizen, the student will supply some pertinent data (accomplishments) about that person.

Course Content

The student will have access to many reference books and will be assigned jobs to enable him to become familiar with their names and the kinds of information contained therein.

Student Activities

Two suggested activities that may be a part of the unit on Reference Activities are listed below for the students' use.

1. Choose a reference book from which to make an oral report to the class on the type of information contained in the book. Duplicate copies of the report for each class member.

2. Work on individual projects assigned to develop skill in using reference materials.

Suggested Materials

Books

American Hotel Association Directory Corporation. HOTEL AND MOTEL RED BOOK. New York, New York, 1960.

Began THE SHIPPING WORLD YEARBOOK AND WHO'S WHO. London, 1965.

Dun and Bradstreet, Inc. REFERENCE BOOK. New York, New York, 1968.

Press of American Medical Association. AMERICAN MEDICAL DIRECTORY. Chicago, 1906.

Standard and Poor's Corporation. POOR'S register of corporations, directors, and executives. United States and Canada. New York, New York, 1935.

Steinberg, S. H. THE STATESMAN'S YEAR-BOOK. New York, New York: Macmillian Company, 1950.

Miscellaneous

Almanacs

Atlases

Bankers' Directory

Books of Etiquette

Books of Parliamentary Procedure

Books of Quotations

Books of Synonyms and Antonyms

City Directory

Congressional Directory

Dictionary

Encyclopedias

Guides – Postal and Travel

Literary Guides

Manufacturer's Indexes

Newspapers

Shipping Guides

Social Registers

Style Books

Telephone Directory

Thesaurus

Word Manuals

Zip Code Directory

Evaluation

Evaluation will be made on the basis of:

1. Results of oral report.
2. Results of performance tests as outlined in specific objectives.
3. Results of integrated office projects.

Sample Test Questions

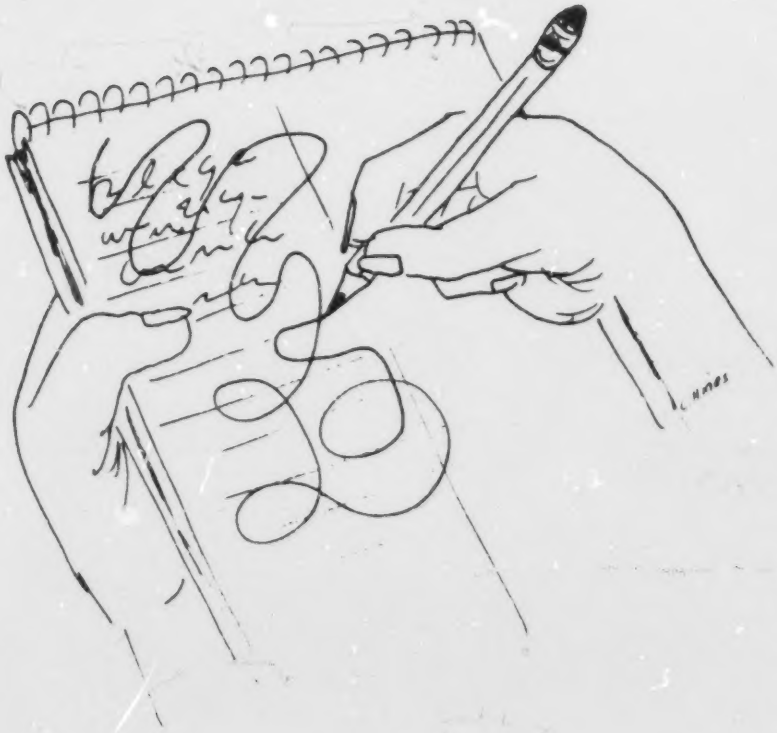
1. Name three reference books a secretary should keep on her desk.
2. Name one reference book which lists the correct street addresses for a local firm.
3. Where can information be located pertaining to a manufacturer of filing equipment?
4. Where can information be located about the financial statement of a company?
5. Where can we locate credit information on a company in another city?

Bibliography

Fisher, Robert. INTENSIVE CLERICAL AND CIVIL SERVICE TRAINING. Fourth Edition. Cincinnati: South-Western Publishing Company, 1968.

Michigan State University. BLOCK TIME – SIMULATION: INDIVIDUALIZED OFFICE INSTRUCTIONAL SYSTEM (Teacher's Manual) II (July, 1969).

Shorthand Transcription



SHORTHAND TRANSCRIPTION
(80 hours)

Job Description

Shorthand transcription involves transcribing shorthand notes into mailable letters, reports, business forms or any other type of business papers. Checking dates, verifying figures, and typewriting the material are all parts of transcribing. Transcribing notes will be an integral part of the secretarial duties requiring a pleasant disposition and concern for minute detail. Minor machine adjustments may be necessary; typewriting may have to be done under conditions of pressure with many interruptions.

Objectives

General

1. The student will develop attitudes congenial with office atmosphere.
2. The student will be familiar with reference material.
3. The student will develop the ability to follow directions.
4. The student will organize materials and time effectively.
5. The student will develop speed and accuracy in dictation and transcription skills.
6. The student will learn effective proofreading skills.
7. The student will strengthen knowledge of basic English rules for punctuation, subject and verb agreement, and spelling.

Specific

1. Given a letter to transcribe, the student will transcribe mailable (meaning no spelling errors, punctuation errors, placement errors, or subject and verb agreement errors) copy from shorthand notes at 25 words per minute minimum rate.
2. Given a problem to solve, the student will use reference materials under timed conditions to minimize time needed for this activity.
3. Given a problem to solve, the student will use proper techniques in handling materials through timed drills in preparation for dictation.
4. Given a letter to transcribe, the student will make clean corrections on typewritten copy with two carbons within one minute.
5. Given a paper for correction, clean corrections will be made on the original typewritten sheet in 16-30 seconds per error.
6. Given a letter for transcription, the student will locate a word in the dictionary within one minute.

Course Content

Sustained Transcribing Practice

Techniques for Transcribing

- Proper Placement
- Keeping Eyes on Copy
- Keeping Carriage Moving

Use Reference Books and Materials

Basic English Rules for Punctuation

Student Activities

Several suggested activities that may be a part of the unit on Shorthand Transcription are listed below for the students' use.

1. Practice transcribing letters with multiple carbon copies, envelopes, and enclosures.
2. Practice taking official-style dictation and transcribing notes under timed conditions.
3. Practice taking dictation from a committee of people or in a courtroom scene. This could be done through role playing within the classroom -- students could take turns being committee members while others members of the class took the dictation.
4. Practice taking notes and transcribing from radio or television speeches.
5. Practice transcribing from notes taken the day before.
6. Transcribe from dictation at the typewriter.
7. Participate in spelling reviews and tests to improve spelling.
8. Have vocabulary relays or spelling relays.
9. Proofread each other's paper to improve proofreading skills.
10. Use ZIP Code Directory.
11. Transcribe on various sizes of stationery.
12. Have similar words drills.

Suggested Materials

Books

American Hotel Association Directory Corporation. HOTEL AND MOTEL RED BOOK. New York, New York, 1960.

Began. THE SHIPPING WORLD YEARBOOK AND WHO'S WHO. London, 1965.

Gregg, John Robert, Louis A. Leslie, and Charles E. Zoubek. TRANSCRIPTION WORKBOOK FOR GREGG SHORTHAND, Diamond Jubilee Series. Chicago: Gregg-Division, McGraw-Hill Book Company, 1963.

Leslie, Louis A., Charles E. Zoubek, and Madeline Strony. GREGG DICTATION, Diamond Jubilee Series. St. Louis: Gregg Division, McGraw-Hill Book Company, 1963.

Leslie, Louis A., Charles E. Zoubek, and Madeline Strony. TRANSCRIPTION WORKBOOK FOR GREGG DICTATION, Diamond Jubilee Series. St. Louis: McGraw-Hill Book Company, 1963.

Silverthorn, J. E. and Devern J. Perry. WORD DIVISION MANUAL. Second Edition. Cincinnati: South-Western Publishing Company, 1970.

Sources of Teaching Aids and Equipment

Gregg Division, McGraw-Hill Book Company, Manchester, MO: GREGG INSTRUCTION AIDS, CATALOG AND GUIDE, 1968.

South-Western Publishing Company, Cincinnati. Write for Service Bulletin No. 15, "A Suggested Source of Teaching Aids and Equipment for Business and Office Education."

Miscellaneous

Almanacs

Appropriate Periodicals

Atlases and Gazateers

Books of Etiquette

Books of Quotations

Catalogs, such as SEARS ROEBUCK

Directories – City and Telephone

Encyclopedias

Guides – Postal and Travel

Thesaurus

Word Manuals

Zip Code Directory

Evaluation

Evaluation will be made on the basis of:

1. Mailable Transcripts.
2. Theory Tests.
3. Spelling Tests.
4. Sustained Speed Tests.
5. Short-answer tests on supplies used in offices.
6. Personal observations of students' attitudes and handling of materials in classroom.
7. Acceptable performance on tests as outlined in the objectives.
8. Performance on integrated office projects

Sample Test Questions

Instructions:

Give shorthand outlines for the following words:

1. Graded _____
2. Bank _____
3. Stages _____
4. Factory _____
5. Purpose _____
6. Needed _____

Give business vocabulary definition of the following words:

1. Pamphlet
2. Auditor
3. Financial Position
4. Liability
5. Asset
6. Contract

Bibliography

Agnew, Peter L., James R. Meehan, and William R. Pasewark. CLERICAL OFFICE PRACTICE, Fourth Edition. Cincinnati: South-Western Publishing Company, 1967.

Archer, Fred C., Raymond F. Brecker, John C. Frakes, and Jeffrey R. Stewart, Jr. GENERAL OFFICE PRACTICE, Third Edition. Manchester: Gregg Division, McGraw-Hill Book Company, 1968.

Gregg, John Robert, Louis A. Leslie, and Charles E. Zoubek. GREGG SHORTHAND, Diamond Jubilee Series. Chicago: Gregg Division, McGraw-Hill Book Company, 1963.

Travel & Transportation

197/128

TRAVEL AND TRANSPORTATION
(5 hours)

Job Description

The office employee who is responsible for planning business trips for his employer will secure travel reservations and hotel or motel accommodations, subject to his employer's preference. He will typewrite an itinerary and prepare a trip folder.

An office employee will decide the best method of shipping any item, considering time and cost.

Objectives

General

1. The student will be acquainted with the available methods of travel and the advantages of each.
2. The student will be acquainted with travel information sources.
3. The student will be acquainted with his duties while the employer is away.
4. The student will be acquainted with different methods of shipping goods and the advantages of each.

Specific

1. Given a trip outline, the student will select and make reservations using timetables for the most efficient method of travel for his employer.
2. Given a trip outline, the student will select accommodations for his employer and make reservations by telephone or letter.
3. Given a trip outline, the student will typewrite an itinerary.
4. Given receipts for all expenditures on a trip, the student will typewrite an expense report.
5. Given the weight, the size, the expected time of arrival, and the nature of goods being shipped, the student will select the best method of shipping.
6. Given a list of mail, the student will decide what mail should be forwarded to his employer and what should be held until his return.

Course Content

Consideration in Selecting Method of Travel
- Employer's Preference
- Cost
- Time

- Convenience
- Distance

Methods of Travel
- Plane
- Bus
- Ship
- Automobile
- Railroad

Sources of Travel Information
- Information Bureaus
- Travel Agencies
- Ticket Offices
- Travel Publications
- Hotel and Motel Red Book

Itinerary
- Date and Times of Departure and Arrival
- Appointments
- Means of Travel
- Hotel and Motel Accommodations
- Included in Trip Folder

Reservations
- Made by Letter, Telegram, Telephone
- Confirmations of All Reservations
- Cancellation of Reservations

Travel Funds
- Credit Cards
- Traveler's Checks
- Letter of Credit
- Expense Account

Duties in Employer's Absence
- Forwarding Mail
- Handling Appointments
- Sending Letters of Acknowledgment

Various Methods of Shipping
- Parcel Post
- Railroad
- Air
- Truck
- Bus
- Boat

Shipping Rates
- Cost
- Time
- Terminology

Forms

Waybill
Straight Bill of Lading
Order Bill of Lading

Student Activities

Several suggested activities that may be a part of the unit on Travel and Transportation are listed below for students' use.

1. Prepare itineraries based on information given by the teacher.
2. Select destination and plan a trip.
3. Request motel or hotel reservations by letter and telegram.
4. Write cancellation letters.
5. Complete waybills and bills of lading.
6. Compose and typewrite letters requesting compensation for lost or damaged goods.
7. Select the best method of shipping different items on a list.

Suggested Materials

Books

Agnew, Peter L., James R. Meehan, and Mary Ellen Oliverio. SECRETARIAL OFFICE PRACTICE. Seventh Edition. Cincinnati: South-Western Publishing Company, 1966.

Agnew, Peter L., James R. Meehan, and William R. Pasewark. CLERICAL OFFICE PRACTICE. Fourth Edition. Cincinnati: South-Western Publishing Company, 1967.

American Hotel Association Directory Corporation. HOTEL AND MOTEL RED BOOK. New York, New York, 1960.

Whalen, Doris H. THE SECRETARY'S HANDBOOK. New York, New York: Harcourt, Brace, and World, 1968.

Miscellaneous

Books of Etiquette
City Maps
Guides – Postal and Travel
Telephone Directories
Time Zones

Evaluation

Evaluation will be made on the basis of:

1. Participation in class discussion.
2. Students' letters, telegrams, itineraries, and other classwork.
3. Test given on factual knowledge as outlined in specific objectives.

Sample Test Questions

1. What is an itinerary? What is included in an itinerary?

2. What are some of the advantages of carrying traveler's checks instead of cash on a business trip?

Bibliography

Agnew, Peter L., James R. Meehan, and Mary Ellen Oliverio. SECRETARIAL OFFICE PRACTICE. Seventh Edition. Cincinnati: South-Western Publishing Company, 1966.

Agnew, Peter L., James R. Meehan, and William R. Pasewark. CLERICAL OFFICE PRACTICE. Fourth Edition. Cincinnati: South-Western Publishing Company, 1967.

FILMS AND TRANSPARENCIES (Free on Loan)

Film Library
Curriculum Coordinating Unit
P. O. Drawer DX
Mississippi State, Mississippi 39762

Films

BOOKKEEPING: OCCUPATIONS AND OPPORTUNITIES
CITIZENSHIP AND YOU
DATA PROCESSING: INTRODUCTORY PRINCIPLES
DUPLICATING BY THE SPIRIT METHOD
FILING PROCEDURES IN BUSINESS
JOB INTERVIEW-MEN
JOB INTERVIEW-WOMEN
MIMEOGRAPHING TECHNIQUES
PARLIAMENTARY PROCEDURE IN ACTION
PERSONAL VALUES
PUBLIC SPEAKING: FUNDAMENTALS
THE SECRETARY: TAKING DICTATION
TYPING TECHNIQUES
USING MONEY WISELY
YOUR JOB: APPLYING FOR IT
YOUR JOB: GETTING AHEAD
YOUR JOB: FINDING THE RIGHT ONE
YOUR JOB: FITTING IN
YOUR JOB: GOOD WORK HABITS
YOUR JOB: YOU AND YOUR BOSS
YOUR THRIFT HABITS

Transparencies

ATTITUDE AND MANNER: THEIR INFLUENCE ON ACCOMPLISHMENT
ATTRIBUTES OF CHARACTER
CAREER PLANNING
CONSUMERS: WHO? WHY? HOW?
DATA PROCESSING
DOLLAR STRETCHING PRACTICES
EVALUATING ADVERTISING
FUNDAMENTALS OF GROOMING
IDENTIFYING AND SETTING STANDARDS
LAW AND BUSINESS
ORAL COMMUNICATIONS
PERSONALITY AND APPEARANCE IN THE OFFICE
PROCEDURES IN THE OFFICE
STOPPING LEAKS IN FAMILY SPENDING
THE GOALS IN RELATIONS TO VALUES
USING CREDIT WITH UNDERSTANDING
VALUES AND GOALS
WRITTEN COMMUNICATIONS

MINIMUM OFFICE STANDARDS

Basically, there are two types of office standards: quality standards and quantity standards. In quantity standards the distinguishing feature is the number of units produced in a given period of time, such as cards filed per hour. In quality standards the prime concern is accuracy or precision.

The following minimum office standards may be considered adequate for the purpose of determining whether or not the student meets minimum office standards:

Activity	Standard
Typewriting	
Straight copy	50-60 words a minute
Form letters with envelopes	8-10 per hour
Machine transcription	20-25 words per minute
Stencils	3-4 per hour
Master, gelatin or fluid	4-6 per hour
Form letter fill-ins	80-90 per hour
Addressing envelopes	120-140 per hour
Billing invoices	10-12 per hour
Manuscript (without footnotes)	6-8 per hour
Tabulation, simple	3-4 per hour
Shorthand	
Dictation	80-100 words per minute
Transcription from notes	20-25 words per minute
Filing	
Sorting and filing cards alphabetically	140-150 per hour
Alphabetizing 8½ by 11 letters	90-100 per hour
Inserting or pulling already alphabetized 3 x 5 cards	200-250 per hour
Filing 8½ x 11 sheets (coding, marking, sorting, filming; alphabetic systems)	75-80 pieces per hour
Inspect, sort, and file alphabetically	20-30 pieces per hour
Machines	
Rotary	
Addition	180 key reaches per minute
Multiplication	4-6 calculations per minute
Subtraction	4-6 calculations per minute
Division	2 calculations per minute

Other

Changing ribbons	1-2 minutes
Looking up words (location of, definition, pronunciation and part of speech)	1 a minute
Erasure, original and 2 carbons	1 minute
Folding mail manually (two folds)	9-12 per minute
Inserting folded mail	5-7 per minute
Sealing envelopes manually	16-18 per minute
Affixing stamps manually	18-20 per minute
Labeling envelopes	30-35 per minute
Feed envelopes through a postage meter	130-135 per minute
Typing addresses on labels	3-5 per minute

Standards of Performance

M. J. Collins, HANDBOOK FOR OFFICE PRACTICE TEACHERS

Machine transcription	Net 60-stroke lines per hour on a 30-minute test	Rate 125	Minimum at end of 50-60 hour course; unfamiliar material	Dictaphone
Key-driven calculating machines	Addition Items per hour	50	item consists of column of 30 figures of 3 to 5 digits per figure	AMS

The New York State syllabus for the office practicing course suggests a standard for duplicating four to six usuable stencils, averaging 200 words, an hour. This is one of the few published standards available.

Standards for Typists

1. GOOD TYPIST: 5-minute straight copy test, Standard: 50 words per minute, not more than 5 errors, percent of accuracy 98% (Proficiency Award).

2. EXPERT TYPIST: 10-minute test of straight copy, Standard: 60 words per minute: not more than 5 errors, percent of accuracy 99.2% (Proficiency Award and Gold Award).

3. NUMBER-TYPING EXPERT: 5-minute number-tabulation test, Standard: 200 digits per minute (The equivalent of 40 words per minute), not more than 3 errors, percent of accuracy 99.7% (Proficiency Award and Gold Award).

4. BILLING EXPERT: Standard: 5 invoices from sales tickets in 8 minutes, not more than 1 error, original copy to be corrected on typewriter, duplicate copy to be corrected in ink.

5. VARIABLE LINE FILL-IN FORMS TYPISTS: Standard: 10 complete salary voucher checks in duplicate from payroll time cards, no errors, 20 minutes.

6. ADDRESSING ENVELOPES: (3-line address) Standard: 50 envelopes in 20 minutes, erase and correct all errors. (This is the rate of 150 envelopes per hour.)

7. TYPING 5 x 3 INDEX CARDS: (3-line address) Standard: 50 cards in 20 minutes, erase and correct all errors. (This is at the rate of 150 cards per hour.)

8. STENCIL TYPING: Standard: Type stencil from corrected copy of letter – 150 words, not more than 3 errors (correct all errors with correction fluid.) After making corrections, the copy must be perfect for duplicating. 6 minutes. Run 10 copies on the stencil.

Suggested Standards for Office Employees

1. To qualify as a typist, the pupil must take a 40- to 80-minute test consisting of a 5-minute timed writing and the remainder of typical typewriting tasks. Certification would be determined by a standard set by the teachers and/or local employers.

2. To qualify as a stenographer, the pupil must take 10 minutes or more dictation of letters at 80 words per minute. Transcription time would be determined by the school and computed at a minimum of 15 words per minute.

3. To qualify as a bookkeeper, the pupil must take a 40- to 80-minute test involving the ability to record in original books of entry and use this data to make statements and interpret the results.

Standards in Office Practice

Students should have enough training in the various units to be able to build enough skill so that they can meet office standards. Below is a list of standards starting from an acquaintanceship level to vocational competency:

1. File 15-30 cards in 10 minutes.

2. File 10-15 pieces of correspondence in 10 minutes.

3. Transcribe one mailable letter with carbon, ranging from 125-200 words, in 5 minutes.

4. Prepare 2-6 corrected stencils or masters, each averaging 200 words, in 60 minutes.

5. Prepare 2-6 sheets of multiple carbon copies (1-5 corrected carbon copies), each averaging 200 words, in 60 minutes.

6. Arrange and tabulate 2-6 sheets of simple statistical information (excluding preparation) in 60 minutes.

7. Typewrite 50-125 addresses on envelopes, labels, tags, or 3 x 5 cards in 60 minutes.

8. Add and subtract on 10-key or full-keyboard adding machine 100-125 numbers of 3-5 digits each on calculator in 10 minutes.

9. Add 100-125 numbers of 3-5 digits each on calculator in 10 minutes.

10. Subtract 50-60 problems of 3-5 digits on calculator in 10 minutes.

11. Multiply 25-30 problems of 2-5 digits on calculator in 10 minutes.

12. Divide 20-25 problems of 2-5 digits on calculator in 10 minutes.[1]

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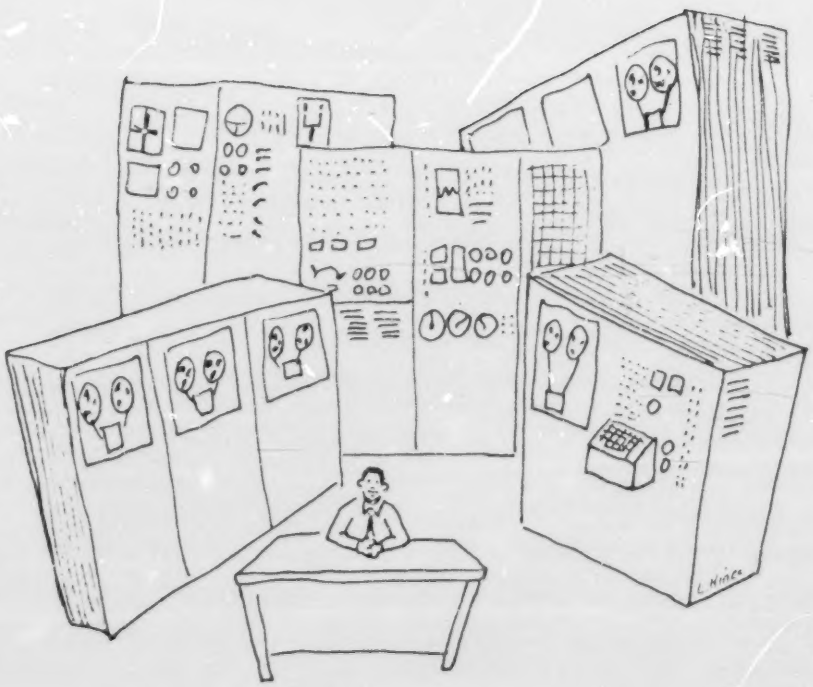
[1]Harry Huffman, ed., "The Clerical Program in Business Education," THE AMERICAN BUSINESS EDUCATION YEARBOOK, Vol. XVI (New York: New York University Bookstore, 1959), pp. 321-326.

Integrated Projects



INTEGRATED PROJECTS

An integrated project is one in which the instructor plans a series of businesslike tasks to be completed which enable the student to use the combined skills and abilities which were previously learned from other separate courses of study.

Because there is no way for a student who has had isolated courses in typewriting, business machines, and shorthand, etc., to know how these skills are combined into realistic office experiences, business teachers have long felt a need for a method to combine skills and knowledge into meaningful experiences that would transfer from the classroom to the business office. Integrated projects are designed for this purpose.

Classroom experience with realistic integrated units of study increase the likelihood of success on the job by encouraging decision making, by determining priorities and by wise use of time, effort, and materials. These projects should be used as early in the school year as possible — as soon as the student has learned as many as two different skills.

For example, a student who can type index cards and has learned the basic rules of alphabetic filing can learn much from a simple project such as making up a card file on all the company salesmen in the state from an old list. The student would be required to look up addresses, zip codes, type the names in indexing order on the cards, put them in alphabetical arrangement, and file in card files. For the student with additional skills, this project could be expanded to include typing a carbon master of the company salesmen for distribution to all branch offices, typing envelopes, composing and typewriting a letter of transmittal, etc. Or, for students who do not have composing ability, the letter could be typewritten from tape or belt. As other duplicating processes are learned, the student would be required to make decisions as to the method of duplication required for different jobs. The possibilities for decision making in projects such as these are endless, and present a very real picture to the student of the business office.

There are many excellent projects on the market, but the teacher can utilize her own job experience to devise her own. To illustrate, three teacher-designed integrated projects follow.

RAM GOLF CORPORATION

Skills Integrated:

1. Typewriting
2. Typewriting masters
3. Duplicating
4. Verifying figures
5. Calculating extensions
6. Typewriting index cards
7. Alphabetical arrangement
8. Tabulations
9. Typewriting invoices
10. Addressing envelopes
11. Composing letters
12. Writing office memos
13. Using carbon paper
14. Filing

Assumptions:

In order for a student to enroll in a project of this sort, he should have completed one year of typewriting or should be in the latter part of his first year. Also, he should have had some training in office machines, duplicating, filing, and composing letters.

Materials needed:

Bond paper
Carbon paper
Envelopes
Index cards
Duplicator master
Duplicating paper
Office memo form (if available)

Access to:

Typewriter
Adding or calculating machine
Duplicating machine
Zip code directory

Situation:

A salesman from RAM GOLF CORP., Hwy. 15 N., Pontotoc, Miss. has sent in orders from 6 new customers. You, the clerical office worker, are told by your superior to do the following things:

1. Check all figures on the orders and calculate the extensions.

2. Type invoices for each order but hold until "o.k." comes from credit department. As we are temporarily out of invoice forms, you must first duplicate forms to use until the new supply comes from the printers. A sample is enclosed which you are to copy as nearly as possible.

3. Compose a cordial letter welcoming each new customer. The same letter can be copied and typed to each. Envelopes will be addressed for each letter and the letters folded and inserted. Naturally, a carbon will be made for each letter.

4. A memo must be sent to the accounting department asking them to check the credit rating of each new customer. Also, ask them to set up an account for each new customer after they have been approved for credit and to notify you immediately.

5. Arrange a two-column, tabulated list of the new customers, arranged alphabetically. Make four carbons of this list. Send one list along with the memo described above to the accounting department.

6. Send a carbon of the list of new customers to the Sales Manager, along with a memo asking him to send each of the new customers a catalog.

7. Send one carbon to the salesman. File the original and other carbon for future use.

8. Prepare an index card for each of the new customers and arrange them alphabetically so that they may be filed in the customer card file.

The amount of time this project takes will depend entirely upon the individual student.

New Customer Orders:

Griffin Sporting Market
594 Day Drite Dr.
Tupelo, Miss.

Order:

6 Ram Golf carts	$22.50 each

George Watson Sporting Goods Co.
789 North Sterling St.
Columbus, Miss.

Order:

1 doz. Ram golf unbrellas	$13.30 each
6 doz. Ram Superior balls	9.00 per doz.

Western Auto Dealer Store
Wilson Drive
Jackson, Mississippi

Order:

8 Ram golf club cleaners	$12.30 each
6 Ball scoups	7.89 each

Sporting Goods
750 East Main
Baldwyn, Miss.

Order:

4 Ram Special Bags	$39.95 each
9 doz. Ram Superior balls	9.00 per doz.
3 Ram Golf carts	22.50 each

M. K. Griffin Goodyear Store
Hwy. 6 West
Pontotoc, Miss.

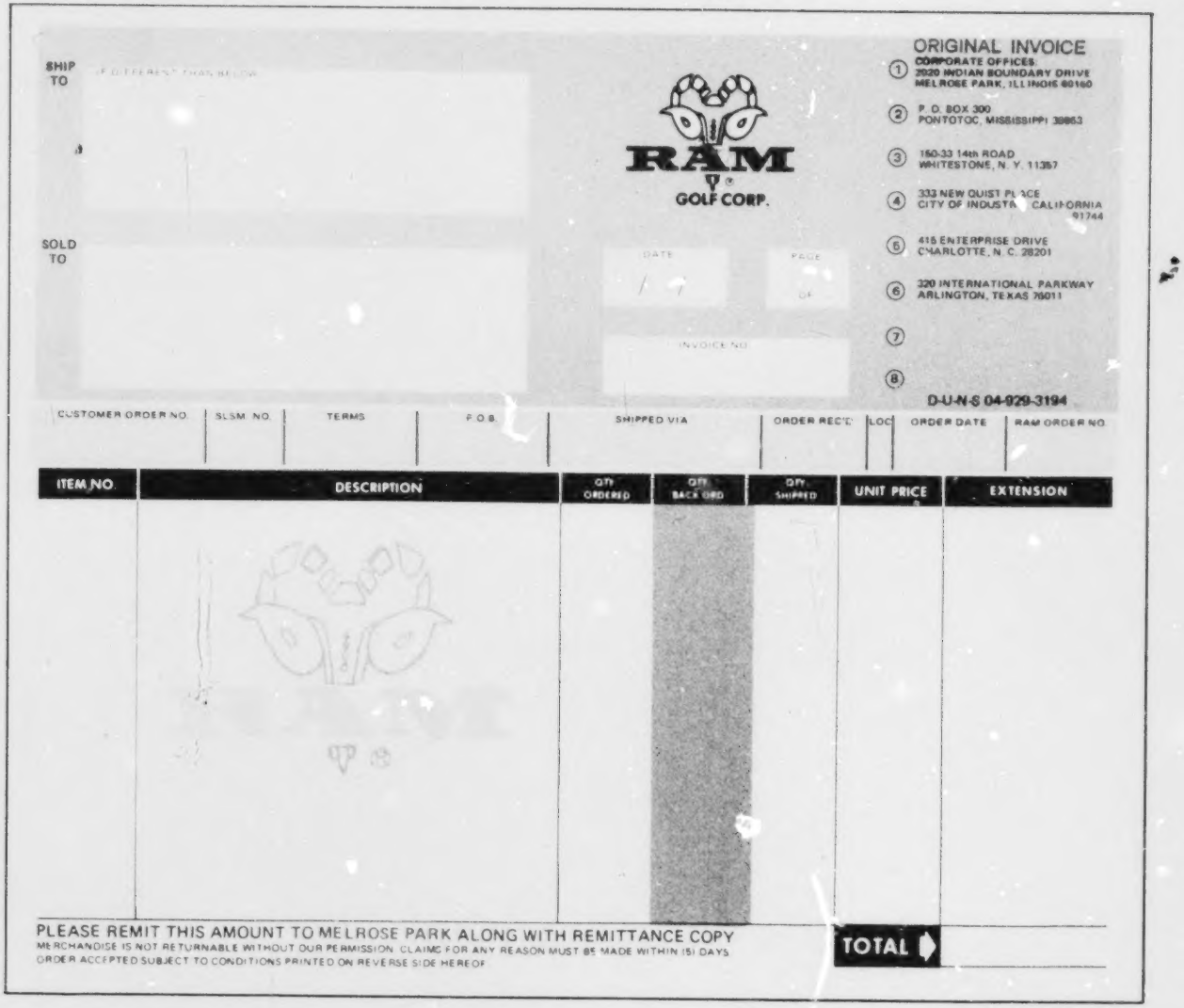
Order:

5 Men's Golf Combo	$34.67 each
5 Ladies' Golf Combo	35.40 each

Holiday Fun Shop
1768 North Broadway
Laurel, Miss.

Order:

3 Ram Deluxe Golf Outfits	$167.50 each



SHIP TO

SOLD TO

RAM GOLF CORP.

DATE

PAGE

OF

INVOICE NO.

ORIGINAL INVOICE

1. CORPORATE OFFICES: 2020 INDIAN BOUNDARY DRIVE MELROSE PARK, ILLINOIS 60160
2. P. O. BOX 300 PONTOTOC, MISSISSIPPI 38863
3. 150-33 14th ROAD WHITESTONE, N. Y. 11357
4. 333 NEW QUIST PLACE CITY OF INDUSTRY, CALIFORNIA 91744
5. 415 ENTERPRISE DRIVE CHARLOTTE, N. C. 28201
6. 320 INTERNATIONAL PARKWAY ARLINGTON, TEXAS 76011
7.
8.

D-U-N-S 04-929-3194

CUSTOMER ORDER NO.	SLSM. NO.	TERMS	F.O.B.	SHIPPED VIA	ORDER REC'D	LOC	ORDER DATE	RAM ORDER NO.

ITEM NO.	DESCRIPTION	QTY. ORDERED	QTY. BACK ORD.	QTY. SHIPPED	UNIT PRICE	EXTENSION

PLEASE REMIT THIS AMOUNT TO MELROSE PARK ALONG WITH REMITTANCE COPY

MERCHANDISE IS NOT RETURNABLE WITHOUT OUR PERMISSION. CLAIMS FOR ANY REASON MUST BE MADE WITHIN (5) DAYS.

ORDER ACCEPTED SUBJECT TO CONDITIONS PRINTED ON REVERSE SIDE HEREOF

TOTAL

(Courtesy Ram Golf Corporation, Melrose Park, Illinois.)

ROUND THE CAMPUS

Subjects Integrated:

Duplicating
Filing
Typing
Communications

Assumptions:

1. Student has had typewriting.
2. Student has had a unit in alphabetic filing.
3. Student can set up letters.
4. Student has had practice in typing or drawing on offset and fluid masters.
5. Student can run an offset or a spirit duplicating machine.

Objectives:

1. This project will integrate the subjects of duplicating, filing, typing, and communications.
2. This project will provide realistic experience in mailing out correspondence using form letters.
3. This project will provide the student experience in setting up information on advertisements.

Equipment and Supplies:

List of charge account customers
3 x 5 file cards
Spirit masters
Colored carbon masters
Offset masters
Letterhead stationery
Envelopes
Zip code directory
Letter dictated on tapes (or appropriate media) for transcribing machines

The Situation

You are the secretary for Mr. Robert A. Glendale, the manager of the women's apparel department of Round the Campus, a department store in Columbus, Mississippi. It is the end of the season for summer clothing, and he wishes to have a sale. The store has a policy that those charge account customers who have used their accounts in the last 4 months will be given first chance at this merchandise. Therefore, the store will hold a sale for these customers the night before this merchandise will be offered to the public.

Mr. Glendale wants you to alphabetize the updated list of charge customers and to make an alphabetic card file. He has dictated a letter on the transcribing machine, which you are to type on an offset master, leaving the date, inside address, and salutation, blank. To accompany this letter, he has drawn up an advertisement. He wants you to draw this on a spirit master, insert the sales information using your judgment, and use colored carbon for emphasis and attention. Run off 25 copies of the letter and the advertisement. Address envelopes to accompany the letters.

Procedure

1. Take prepared list of charge customers, and type these names and addresses on 3 x 5 cards, using alphabetic indexing rules. Add zip codes.

2. Prepare a card file of the above cards.

3. Draw off advertisement on spirit master, using colored carbon. Use judgment in placing sales information on page.

4. Type letter from transcribing machine onto offset master, omitting date, inside address, and salutation.

5. Run off letter on letterhead stationery.

6. Fill in date, address, and salutation on letters.

7. Address an envelope to accompany each letter.

8. Fold and insert letter and advertisement into each envelope.

Evaluation

Evaluation will be made on the basis of:

1. A check to see if the card file cards were typed and alphabetized correctly and zip codes were added.
2. A check of the advertisement for use of color, placement of typed information, and correction of errors.
3. A check of the letter for mailability.
4. A check of the final copies of the letter for insertion of date, address, and salutation.

Information to go on advertisement (use judgment in type style and placement)

Title: Happiness is a summer shower of values

Date: July 7, 1972

Time: 6 - 10 p.m.

Price information:

Item	Amount of Savings
Dresses	up to 50%
Shirts & Blouses	up to 30%
Shorts and Slacks	up to 50%
Summer Rainwear	up to 60%
Pantsuits	up to 40%

Updated List of Charge Account Customers
(One copy per student)

Mrs. J. R. Stephens
208 Santa Anita Drive
Louisville, MS

Miss Peggy Bailey
903 Hogan
Columbus, MS

Mrs. Paul Hughes
Embry Road
Caledonia, MS

Mrs. Allen Rowe
305 S. Allen
Starkville, MS

Mrs. William Linder
Persimmon Drive
Columbus, MS

Mrs. John R. Thompson
2200 Plum Circle
West Point, MS

Mrs. Joe E. McBride
Second Avenue N.
Columbus, MS

Miss Katie Hood
Center Road
New Hope, MS

Miss Lois Reynolds
1210 Military Road
Columbus, MS

Mrs. Wayne Vaughn
102 Josey Avenue
Starkville, MS

Miss Nancy Walker
Highway 9 South
Starkville, MS

Mrs. Wendell Lott
1902 Patton
Columbus, MS

Miss Rachel Turner
Highway 82 West
Louisville, MS

Mrs. Kenneth Griffith
Mike Parra Road
Columbus, MS

Mrs. Crayton Craig
E. Lampkin
Starkville, MS

Miss Betty Meyers
383 Lee Street
West Point, MS

Mrs. Mike Lindsey
University Village
Starkville, MS

Miss Nicole Vance
Garden Terrace Apts.
Columbus, MS

Mrs. Eddie King
615 Lakeview
Louisville, MS

Mrs. Jewel O'Kieffe
408 Broad
Columbus, MS

Form Letter

Does the prospect of a new summer wardrobe interest you? Now is the time to plan and purchase your wardrobe for next summer at considerable savings, compared to the prices you will pay at the beginning of the season next year.

Just for you, our charge account customer, we are holding an end-of-season sale on all summer apparel. Since you are special, we feel you should have the first chance to select from our complete lines of merchandise and avoid the crowds. We know you enjoy shopping in a quiet, unhurried atmosphere at your own leisure.

This sale will be one night only, and all merchandise not sold will go on sale to the public on Thursday. The enclosed advertisement will give you additional information.

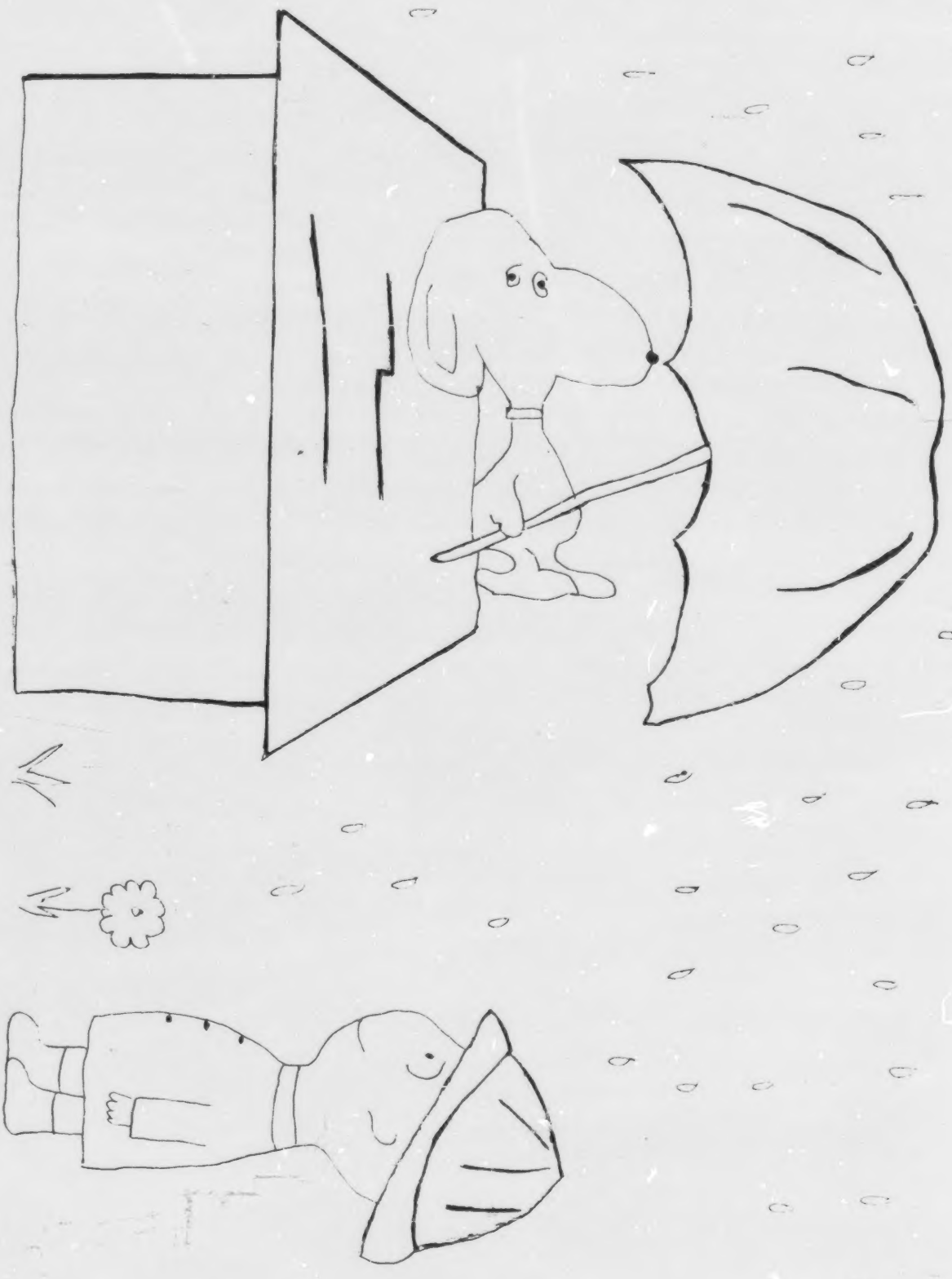
Don't wait! Avoid the rush! Be there to take advantage of the tremendous savings that can be yours!

Sincerely yours,

Robert A. Glendale, Manager
Women's Apparel Department

RAG/mm

Enclosure



SPORTSWEAR, INC.

Subjects Integrated:

Typewriting
Communications
Duplicating
Filing
Graphic Arts
Human Relations

Assumptions:

The student should have had one year of typewriting, and some previous training in office machines, duplicating, filing, composing letters, and graphic arts.

Equipment and Supplies Needed:

Typewriters
Calculators
Duplicating machines
Bond paper
Envelopes
Stencils or masters
Card stock
Date stamp
File cabinet
File folders
Carbon paper
Second sheets
Invoices (white, blue, orange)
Erasers and correction fluid
Zip code directory
City directory

Introduction to Students:

You are working in the office of a small manufacturing company, Sportswear, Incorporated, which makes sports jackets for men and boys. There are two salesmen: Mr. Don J. Highland, Magnolia Towers, Jackson, Mississippi, salesman for the Mississippi-Tennessee area; Mr. Zeno C. Jones, Hilton Hotel, Baton Rouge, Louisiana, salesman for the Louisiana-Texas area. Other salesmen will be hired as the company grows.

You are in charge of all correspondence and filing for the Order Department and the Billing Department. You are responsible for all orders and for keeping a sales record. The sales record will simply be a running total of dozens by item number. The Cutting Room supervisor needs this information for planning his work.

Teacher Activity:

Design and duplicate company order forms, invoices, Dun & Bradstreet credit report forms, and letterhead. (These may be done by students at the beginning of the project.)

Have several orders ready for the students – most of them on company order forms which were sent in by salesmen, but have some in handwritten form from customers so the student will be required to rewrite them.

A number of critical incidents should be included.

Student Activities:

Several suggested activities that may be a part of the unit on Integrated Projects are listed below for students' use.

1. Design a ledger sheet similar to forms in bookkeeping texts and duplicate 15 to 20 copies on card stock.

2. Set up a ledger sheet for each customer and arrange each sheet in alphabetical order.

3. Set up a file folder for each salesman, for each customer, and one for "Orders to be shipped."

4. For uniformity, rewrite all orders received direct from customers, using company order forms. All orders must be checked against the customer's ledger sheet for correct address, terms of sale, salesman's name, shipping information, etc.

5. Verify all extensions.

6. Keep an up-to-date total of all sales of each item number as well as the total of each size ordered of each item. Place orders in "Orders to be shipped" folder in alphabetical order.

7. Orders from new customers are to be handled in this manner: Write Dun and Bradstreet for a credit report. The following day, assuming the credit report was favorable, acknowledge the order giving the approximate shipping date. Place a carbon copy of the letter in the regular files and one in the salesman's file. Set up a ledger sheet for the new customer. Follow steps 4, 5, and 6 for the order.

8. When the orders are shipped, arrange them in alphabetical order and type invoices in triplicate. Mail the original (white copy) to the customer, file the second copy (blue copy) to be used as an Account Receivable record, and place the third copy (orange) in the sales file.

9. At the end of each week, mail contents of salesmen's files to them.

10. Each day file all incoming letters pertaining to orders or merchandise after they have been answered, and file carbon copies of outgoing letters to customers.

NOTE: For any customer who fails to specify sizes, fill in the sizes on a 1-2-3-3-2-1 scale for each dozen ordered for the even sizes 32 through 42.

List of Customers and Their Credit Terms to Date:

Jim's Dollar Store 123 Main Street Starkville, MS	N/30	Sears, Roebuck, and Co. Memphis, Tenn.	2/10, N/30
The "Smart" Man 842 Hobnail St. Mobile, Ala.	N/30	Veribest Wholesale Co. 1042 Capital St. Jackson, MS	2/10, N/30

Marchall Field and Co. 300 Homan Avenue Montgomery, Ala.	2/10, N/30	Yates Dept. Store Oxford, MS	N/30
Miller's Variety Store 725 Hatcher Boulevard Jackson, Tenn.	N/30	Montgomery Ward 625 St. Charles New Orleans, La.	2/10, N/30
Field Enterprises Co. 1111 North 9th St. Baton Rouge, La.	N/30	Sumrall Discount Center, Inc. 315 N. Broad Montecelli, Miss.	N/30

Any customer ordering a total of 25 dozen or more on any one order is entitled to the 2 percent discount, if the invoice is paid within 10 days, regardless of the terms shown on his ledger sheet.

NOTE: Student is expected to check this list and make corrections and add zip codes before setting up files and ledger sheets.

SAMPLE ORDER

Ship to: Yates Dept. Store
Oxford, MS

Our Order No.: 2701
Date: 6/27/72
Customer Order No.: G-257
Terms: N/30

How Ship: Delta Truck Lines
Salesman: Highland

Item No.	Quantity in dozens	Sizes 32	34	36	38	40	42	Unit Price	Total
241	2	2	4	6	6	4	2	24.00	48.00
242	2	2	3	6	7	3	3	24.00	48.00
251	3	3	7	14	14	7	3	30.00	90.00
									186.00

NOTE: A description of the jackets is not necessary as the first digit of the item number indicates the style, the second digit indicates the type of material, and the last digit indicates the color.